

ARMY

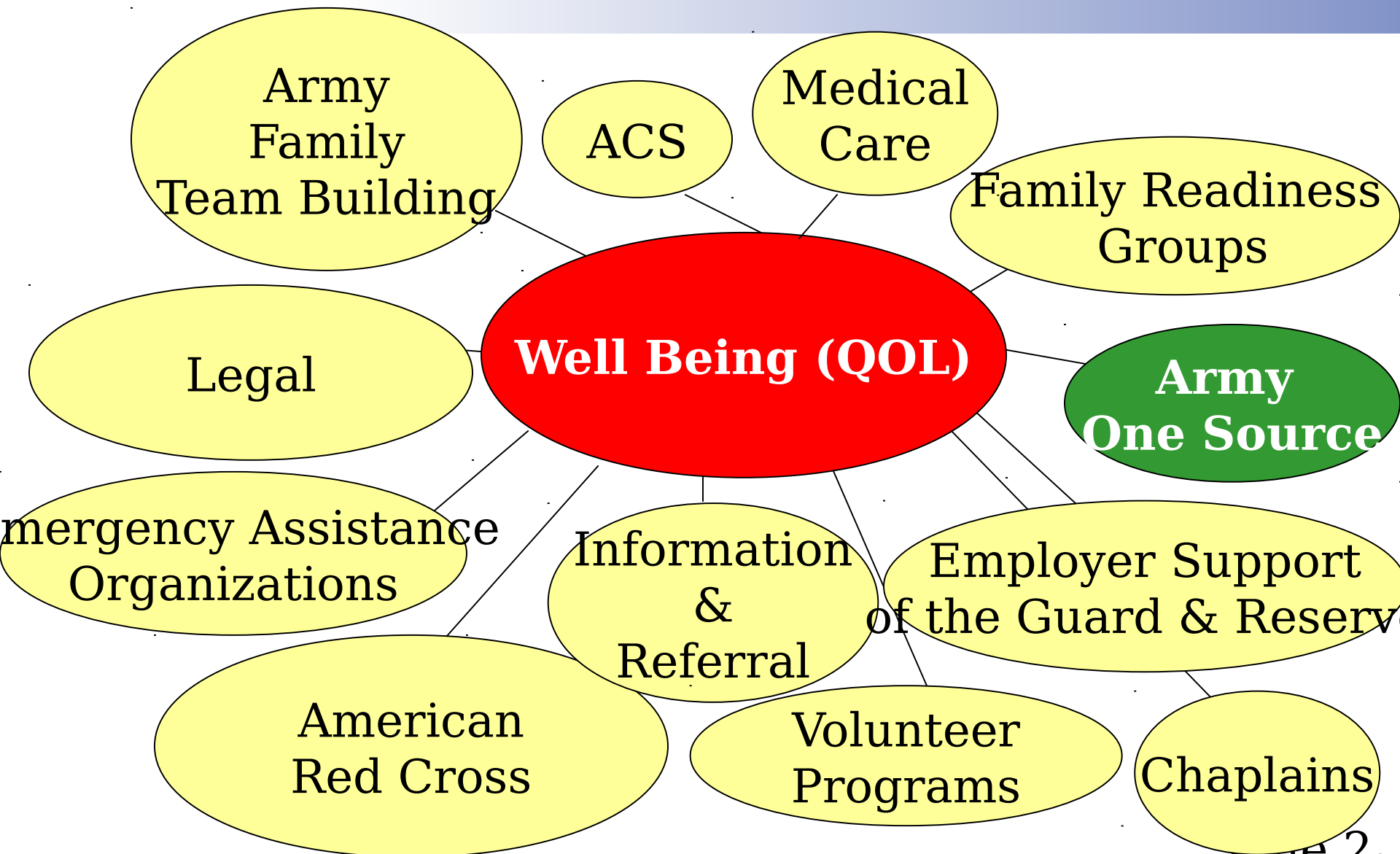
One Source



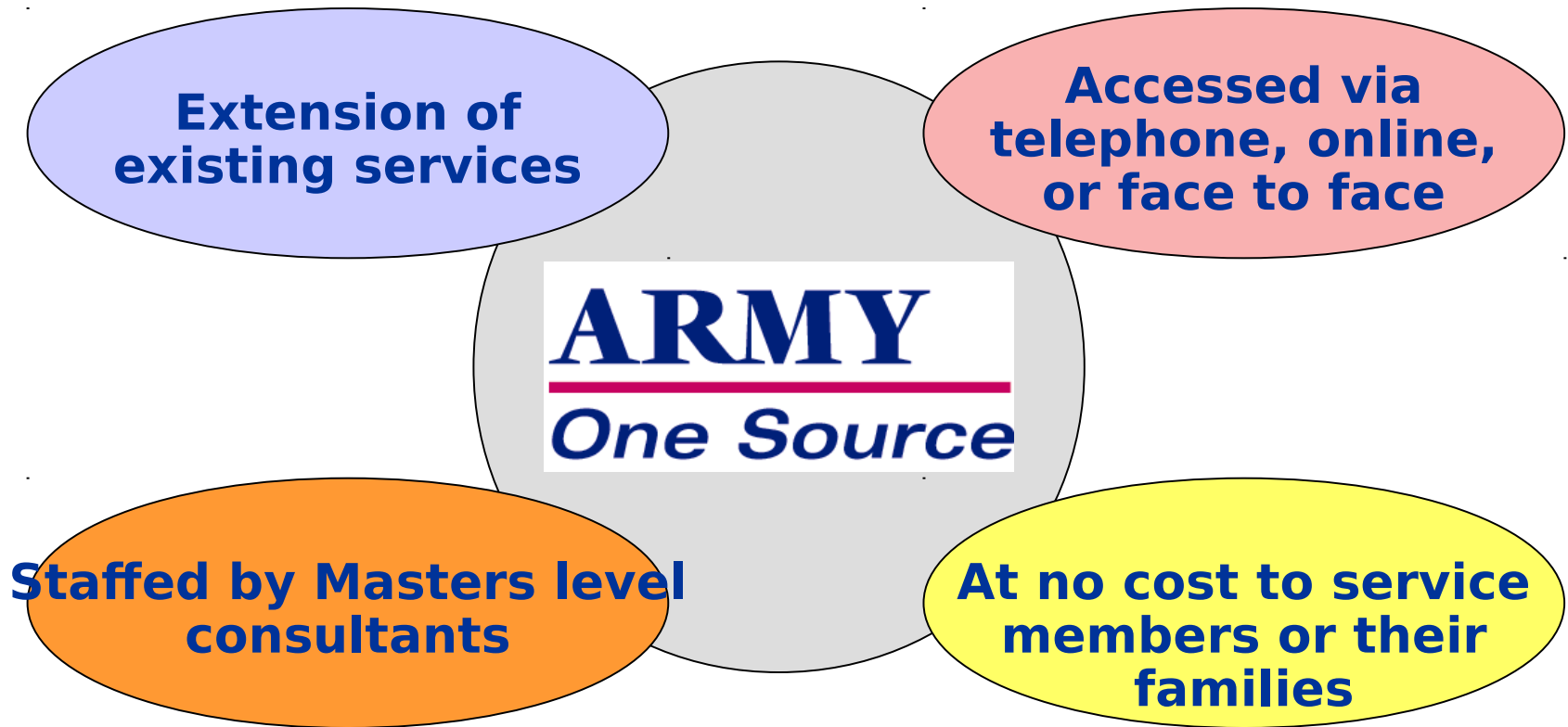
Army One Source

Information Brief

Improving Well Being



What is Army One Source?



Who is Army One Source for?

Anyone needing support services - anytime

Individuals and families separated from installations

When you don't have time

When you need counseling

When you prefer the convenience of a phone call or an email

ARMY
One Source

Eligibility & Privacy

● Eligibility

- Active duty, National Guard, Reservists and family members
- Deployed Civilians and their families

● Privacy

- Army One Source may be used anonymously
- You will get a privacy statement explaining the limits of confidentiality when you call or when you see a counselor

How the Service Works



Phone

Call toll-free or collect



Research

Our research staff will get you the information you need



Consultants

Master's level Army One Source Consultants answer phones live
24 hours x 365 days



Follow-up

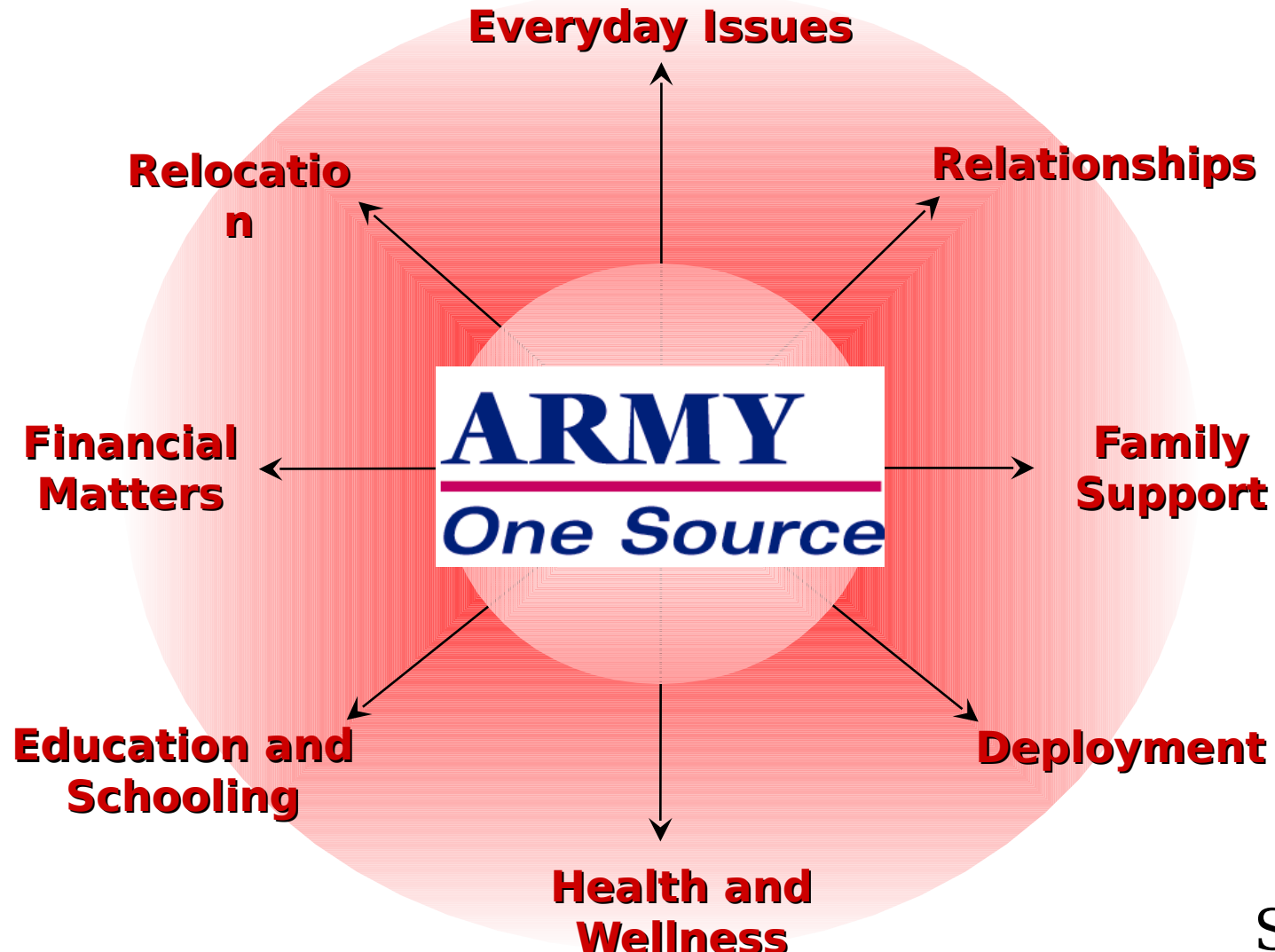
Within 7 days or as mutually agreed upon by caller and consultant

Counseling

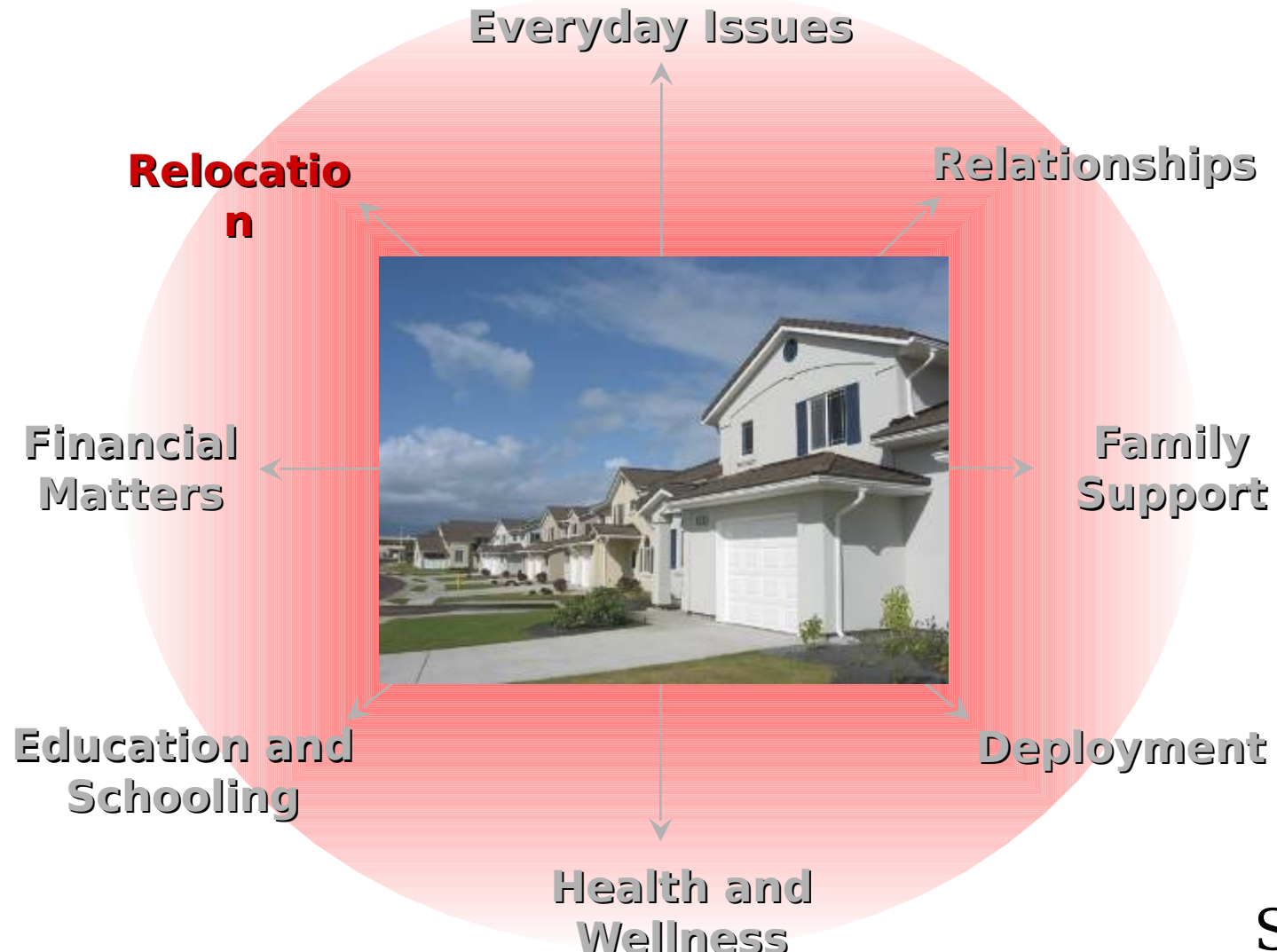
- **Counseling sessions in your community**
- **Licensed Masters level counselors**
- **Short term problem resolution**
 - **Family issues**
 - **Adjusting to return from deployment**
 - **Grief counseling**
- **No charge to Soldiers or family members**
 - **Marital issues**
- **Available after duty hours**



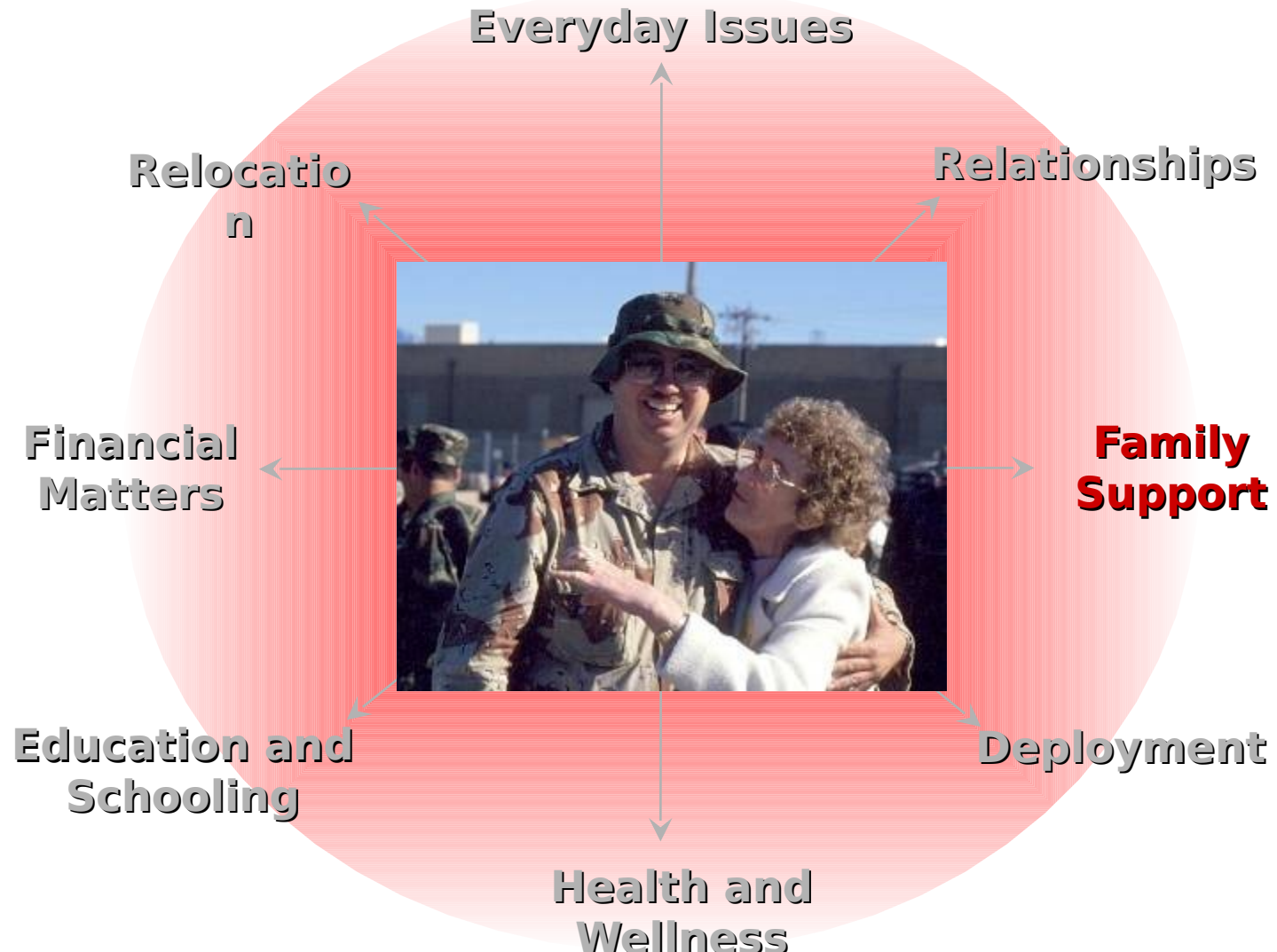
Army One Source SCOPE



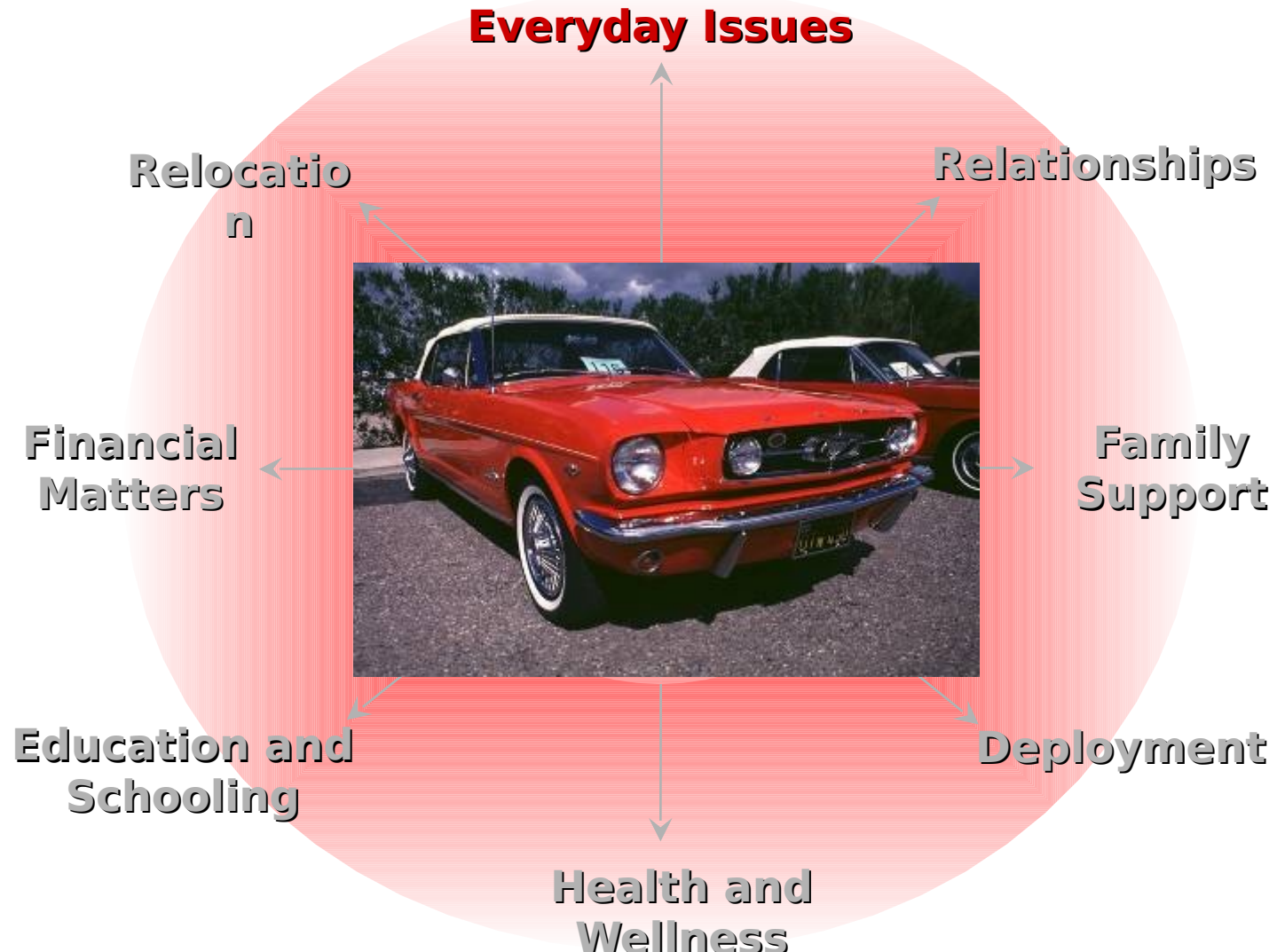
Army One Source SCOPE



Army One Source SCOPE



Army One Source SCOPE



Army One Source Consultants

- **Masters level consultants at the call center and licensed Masters level counselors in your community**
- **Multi-cultural, multi-lingual staff, 140+ languages simultaneously translated**
- **TTY/TDD accessible phones**
- **armyonesource.com is accessible for low vision users needing assistive technologies (section 508 compliant)**



Army One Source Research Team

Let us do the leg work for you

● **Dedicated research teams
knowledgeable in:**

- **Education**
- **Child care**
- **Elder care**
- **Everyday Issues**
- **International**
- **Military Life**

● **Customized research to answer your
questions**



Army One Source Quality Commitment

We are committed to the highest quality experience

- Soldiers and eligible participants call us or request information online
- We answer the phones **in person** 24 x 7 x 365
- We follow-up as mutually agreed upon by caller and consultant
- We assure quality with Customer Satisfaction Surveys
- Ongoing quality assurance meetings with the Army and the contractors

Army One Source TELEPHONE ACCESS

● **From the United States**
1-800-464-8107

● **From: Germany, Italy, England, and
the Netherlands**

Toll-free: 00-800-464-81077

● **From South Korea toll-free:**

➤ **Callers with DACOM as their
local provider must dial: 002-
800-464-81077**

➤ **Callers with KT as their local
provider must dial: 0078-800-
464-81077**

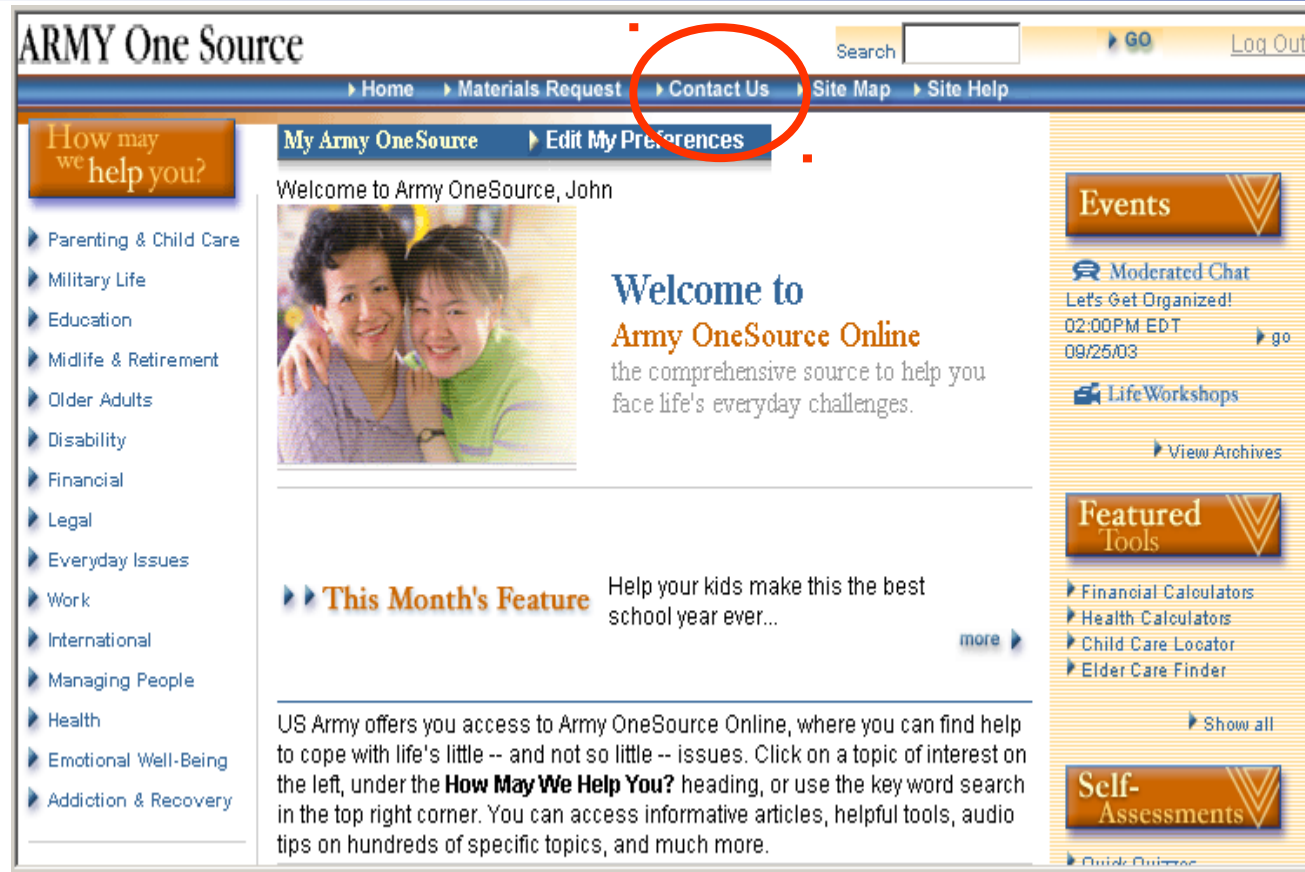
● **Callers who experience any difficulty
should call their local operator and ask
to make a collect call to: 484-530-5889**

● **TTY/TDD**
1-800-346-9188

● **En Español**
1-800-375-5971

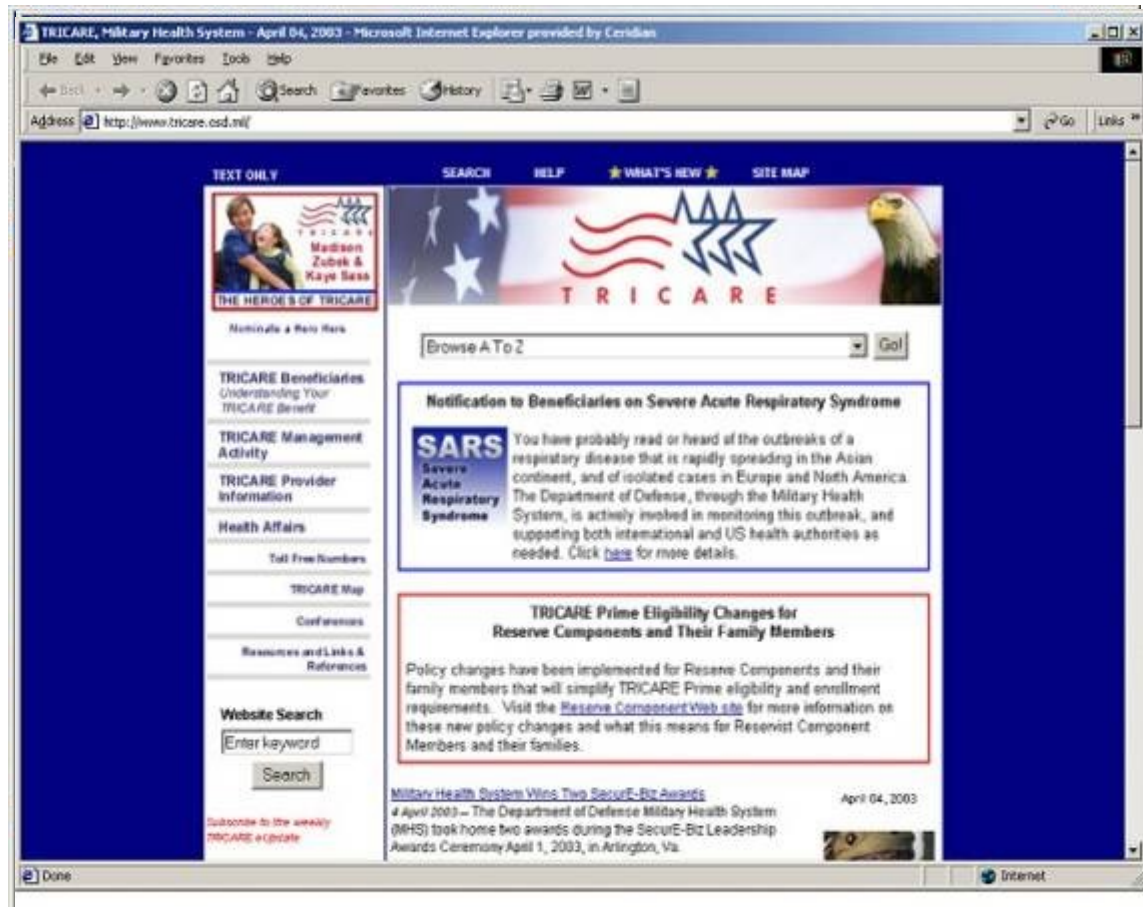
Online access:

- URL:
<http://www.armyonesource.com>
- User id:
Army
- Password:
onesource



Online access:

- ◆ Life Workshop & Moderated Chat
- ◆ Self-Assessment Tool
- ◆ Calculators
- ◆ Online Locators
- ◆ Resource Rooms
- ◆ Other Army Resources
- ◆ Educational Materials



Educational Materials



Assistance When You Need It

Someone will always be there to help you

- When you need someone to talk to
- When you're moving to a new town
- When your child won't sleep through the night
- When you and your family need help adjusting to deployment & return cycles



TITAN CORPORATION

A 11,000-person, \$1.5 billion enterprise leading provider of systems and services for national security and the security of our homeland, Titan provides technology, products, and services focused in four often overlapping and synergetic market areas:



Enterprise Information Technology

Enabling seamless connectivity from the strategic to the tactical level of a customer's critical enterprise

C4ISR

Delivering system-level solutions for Command, Control, Communications, Computers, Intelligence, Surveillance & Reconnaissance



Homeland Security

Supporting first responders, securing American borders and continuing to combat the War on Terrorism

Transformational Programs

Developing systems that meet or exceed operational requirements on an accelerated schedule



- **Employs more than 9,500 professionals in 80 facilities**
- **Multi-national company providing Human Resources, Workplace Productivity and Payroll Services to more than 20M employees**
- **Exceeded 1.1 billion total revenue in 2002**
- **30 years in the work/life industry**
- **48 of the 2002 Working Mother “100 Best Companies To Work For”**
- **44 of Fortune 100 companies**

ARMY Best in Class Quality of Life Initiatives

One Source

USSOCOM Allstate IBM General Electric
Marine Corps Humana USSOUTHCOM Bank of
Marriott Deloitte & Touche American-Martin
US Bank Gannett Publishing J.P. Morgan Chas
USEUCOM Eastman Kodak Merck
Johnson & Johnson US Air Force FDIC
DuPont USCENTCOM US Navy
US Army CitiCorp Xerox

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